

provided for IPNT calls as well. In the aspects of the invention dealing with simulation of CTI applications and testing, the applications may apply to IPNT telephony as well as to more conventional telephony systems. In a specific example, in the system of the present invention, there may be a method for routing Internet Protocol Network Telephony (IPNT) calls at customer premises having a managing processor and a plurality of agent stations coupled to the managing processor, each agent station comprising a computer digitally connected to a telephone forming an IPNT-capable workstation, the managing processor storing a current set of routing rules specific to and accessible and editable by a person assigned to the computer workstation. In this example the method may comprise the steps of receiving an IPNT call at the managing processor, determining the person assigned to the IPNT-capable workstation is an intended recipient for the call, requesting routing by the managing processor from the specific set of current routing rules for the workstation, accessible and editable by the person assigned to the computer workstation, routing the call to the IPNT-capable workstation associated with the intended recipient according to the current routing rules specific to the intended recipient. Other examples will be apparent to those with skill in the telephony arts.-

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In the claims:

2. (Currently Amended) A method for routing Internet Protocol Network Telephony (IPNT) calls at customer premises having a managing processor and a plurality of agent stations coupled to the managing processor, each agent station comprising a computer digitally connected to a telephone forming an IPNT-capable workstation, the managing processor storing a current set of routing rules specific to and accessible and editable by a person assigned to the [?]computer workstation, the method comprising steps of:

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